



career opportunity

Office of Technology Services

Cloud Computing Services, Windows Services Branch, Engineering
System Software Specialist II (Tech) \$5672 - \$7456.00

May consider System Software Specialist I (Tech) \$5165.00 -6792.00

Final File Date: 01/05/2015

Who Are We?

The Department of Technology's Office of Technology Services (OTech) is one of the largest suppliers of information technology services to state, county, federal, and local government entities throughout California. Through the use of a scalable, reliable and secure statewide network, combined with expertise in voice and data technologies, OTech delivers comprehensive, cost-effective computing, networking, electronic messaging and training solutions to benefit the people of California. We are one of the few state entities with a state of the art Tier 3 Datacenter.

Staff operates out of the Rancho Cordova area, supporting the operations of some of the largest and most sophisticated computer systems in California. Our services help ensure that critical information technology applications Californians depend on every day are available and secure.

We provide excellent health benefits, generous vacation, and sick leave accrual, exceptional retirement benefits, 11 paid state holidays, and two paid professional development days per year and value the importance of your work life balance. We are committed to growing all of our talented staff. This position is located in Rancho Cordova with free parking.

What You'll Be Doing...

As a Systems Software Specialist (SSS) II (Tech) you will work with Exchange mailbox administration, network protocols, Active Directory designs and concepts, anti-spam and anti-virus policy creation. The SSS II is responsible for collaborative communication product administration such as SharePoint, archiving and e-discovery solutions, which includes troubleshooting and problem resolution diagnostics within an Exchange environment. SSS II (Tech) works closely with the OTech Service Desk, California Email Service (CES) customers, OTech Network Administrators, and the CES service provider to coordinate and resolve the more complex second and third line support calls. As a SSS II (Tech) you will work with the CES service provider to perform more complex operational and infrastructure tasks related to software upgrades, patches, and implementation of new products associated with the CES environment.

For a more complete description of what your daily responsibilities will be, click on [System Software Specialist II \(Tech\)](#) or [System Software Specialist I \(Tech\)](#)





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Who We're Looking For...

We're looking for dedicated, talented individuals who possess the following skills, abilities, and can work in the following environment:

- Act as a technical team member for all CES services provided through OTech.
- Maintain the Statewide security policy settings for Blackberry and ActiveSync devices, accounts and provisioning of new devices.
- Work with OTech staff on network related connectivity issues to CES.
- Provide plans and processes for service upgrades, environmental infrastructure strategies, and enhancements to the CES service.
- Perform and lead the more complex research analysis and design of modifications to the CES offering.
- Supports a work environment that functions 24 hours a day, 7 days a week.
- Required to carry a mobile device with remote access from home a mobile device for remote access from home.
- Occasional travel is required to perform assigned duties, attend training, and provide customer support.
- Fingerprint/Criminal Record Clearance is required.

How to Apply...

Interested applicants must submit a State application to:

CALIFORNIA DEPARTMENT OF TECHNOLOGY
P. O. Box 1810
Rancho Cordova, CA 95741-1810
Attn: Dierdre Gaines, RPA 14-121
Inquiries: Fran Cochran / (916) 228-6458

When applying for a Job Opening, you must be sure to submit one state application per RPA #. You must indicate the RPA # you are applying for on your application; otherwise, your application will not be processed.

If you are not currently in state service, you must take, pass, and place within a reachable rank of the exam which corresponds with the **Systems Software Specialist II (Technical)/Systems Software Specialist I (Technical)** classifications. These exams can be accessed at the California Department of Human Resources' website at <http://www.jobs.ca.gov>

The Fine Print...

Applications will be accepted only from individuals currently at the **Systems Software Specialist II (Technical) or Systems Software Specialist I (Technical)** level, or applicants who have transfer or list eligibility. Applications will be screened and only the most qualified will be scheduled for an interview. All appointments are subject to SROA/Surplus provisions. Training and Development Assignments may be considered.

